

ITIL®4 Strategist Direct, Plan and Improve (EN)

Group Training

Training code	CGAIT4DPCE
Spoken Language	English
Language Materials	English
Dayparts	6
Price	€2.150,00 excl. VAT No extra costs.

What is ITIL®4 Strategist Direct, Plan and Improve

This training offers you the practical skills needed to create a 'learning and improving' IT organization, with a strong and effective strategic direction.

The module uses the influence and impact of Agile and Lean operation of works, and how they can be used to the advantage of an organization.

After the training you will know a practical and strategic method for planning and delivering continuous improvement with the desired maneuverability.

Who should attend ITIL®4 Strategist Direct, Plan and Improve

This training is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements.

Prerequisites

ITIL 4 Foundation

Objectives

Understand the differences between the following key concepts:

- Vision and mission
- Strategy, tactics and operations
- Governance, compliance and management
- Policies, controls and guidelines

Identify the scope of control and within this:

- Know how to cascade objectives and requirements
- Know how to define effective policies, controls and guidelines
- Know how to place decision-making authority at the correct level
- Understand the role of risk and risk management in DPI
- Understand how governance impacts DPI
- Know how to ensure that controls are sufficient, but not excessive
- Know how to use the ITIL continual improvement model to improve the service value system or any part of the SVS
- Know how to identify assessment objectives, outputs, requirements and criteria
- Know how to select an appropriate assessment method for a particular situation
- Know how to define and prioritize desired outcomes of an improvement
- Know how to build, justify and advocate for a business case

Know how to conduct:

- improvement reviews
- analysis of lessons learned
- Know how to embed continual improvement at all levels of the SVS
- Understand the nature, scope and potential benefits of organizational change management
- Know how to use the key principles and methods of Communication & OCM
- Identify and manage different types of stakeholders
- Effectively communicate with and influence others
- Establish effective feedback channels
- Know how to establish effective interfaces across the value chain
- Know how to define indicators and metrics to support objectives
- Understand the differences between value streams and practices and how those differences impact direction, planning and improvement
- Know how to select and use the appropriate methods and techniques to direct, plan and improve value streams and practices.
- Addressing the 4 dimensions
- Applying the guiding principles
- Value stream mapping
- Optimization of workflow
- Elimination of waste
- Ensuring & utilizing feedback

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